

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B703) IT Infrastructure Branch (ITISB) Asset Management Support

TA No: 134

Task Area Monitor:

Alternate Task Area Monitor:

NASA POC:

Software Control Class:

Low Control

Type of Task: Recurring Task

2. BACKGROUND

The IT Infrastructure Branch (ITISB) provides networking and centralized web and database products and services to NASA and the NASA Langley Research Center (LaRC) community. The environment used to support these services consists of network-specific hardware plus a heterogeneous assortment of Unix, Linux, Windows, and Mac servers. On site asset management is required to maintain resource availability and Information Technology (IT) security for NASA personnel, contractor, and temporary employees, within and outside the LaRC network domain.

3. OBJECTIVE

The objective of this task assignment is to provide hardware and software tracking support for IT assets managed by the IT Infrastructure Branch.

4. GENERAL IT SUPPORT SERVICES

None required.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Operational Support

LaRC Manager:

Work Area Description: Hardware and Software Database Management

Work Area Requirements: Provide advice, consultation, and assistance to the ITIB NEMS Property Custodians and Technical Area Monitor.

Establish, monitor, review, update, and manage the Configuration Management Database

(divided by Hardware, Software, and Excess).

Performance Standard: The Contractor maintains the Hardware and Software Databases

Performance Metrics:

Exceeds: The contractor takes the initiative to review and update the database when changes, deletions, and modifications are completed. Changes are reflected in the database within 3 business days of completion. Database is 99 percent accurate during a 30-day period.

Meets: The contractor is directed to review and update the database when changes, deletions, and modifications are completed. Changes are reflected in the database within 7 business days of completion. Database is 95 percent accurate during a 30-day period.

Fails: The contractor does not review and update the database when changes, deletions, and modifications are completed. Changes are not reflected in the database. Changes are made after 7 business days of completion. Database is 90 percent accurate during a 30-day period.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

None required.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

The Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 01/26/2008.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly Reports	Monthly reporting requirements due by the 10th of each month for the previous month. Reports on the following are due each month: - Full Cost Report - Technical Progress Letter
2	Impromptu Reports	Hardware and/or Software Reports will be provided upon request.

17. FILE ATTACHMENTS

None.